



Delaware Department of Transportation
REQUEST FOR PROPOSALS



RFP Number: **1832**

RFP Title: **DELAWARE WELCOME CENTER TRAVEL PLAZA
VISITOR'S CENTER OPERATION**

Submission Due Date/Time: **Thursday, September 28th, 2017 at 2:00 P.M. Local Time**

Five (5) year term with no possible extensions.

Agreement Type: Project Specific

29 Del.C. §6924

PROJECT INFORMATION

This Request for Proposal (RFP) issued by the Delaware Transportation Authority for the purpose of acquiring Proposals from interested firms to provide information to the traveling public at the Visitor's Center facility located within Delaware Welcome Center Travel Plaza on I-95 in Newark, Delaware.

PROJECT DESCRIPTION

The selected vendor will be permitted to sell tourism based marketing on the flat screen monitor, the display racks, and via web access, including, but not limited to special displays and special promotion days. Marketing cannot conflict with any of the Welcome Center operator's (HMS Host Tollroads, Inc.,) programs within the Welcome Center Travel Plaza.

The selected vendor and the Delaware Transportation Authority (DTA) will determine operating hours while guaranteeing coverage during peak travel times, such times to include but not limited to weekends and encompassing state holidays.

The Delaware Transportation Authority (DTA) is not responsible for the cost of operating the visitor center. Costs for operating the visitors center will need to be covered by the selected vendor through the sale of tourism based marketing functions approved by the Department.

The Visitors Center space is 500 square feet, with an additional 150 square feet of storage space located within the Welcome Center Travel Plaza located in Newark, De. There are a total of six (6) 42" color monitors; four on the back wall, one behind the desk for DE Lottery advertisement, and one for the JFK display. One telephone, four small (approximately 13") touch screen monitors, and one lap top computer that is supplied by the contractor. The selected vendor will assume all computer systems, kiosks, hardware and monitors and be responsible for their replacement and maintenance support costs.

Delaware's Welcome Center/Visitor's Center forms an integral part of the Delaware Highway System. The Visitor's Center further acts as integral part of the safe roadway travel by offering traveler information and enhancements to the tourism and travel industry of the State of Delaware. The Delaware

Transportation Authority (DTA) therefore, places significant value on services to highway travelers that visit the Visitor's Center and is committed to supporting the economic growth in the State of Delaware. All travelers are considered customers and guests at the Visitor's Center and must be treated with respect, courtesy, and fairness. The delivery of services reflects on the Delaware Transportation Authority (DTA) and ultimately the citizens of Delaware.

Services include but are not limited to the following:

- Provide knowledgeable, engaging, customer focused employee staffing at the Delaware Visitor Center located at the Delaware Welcome Center on I-95 in Newark, DE.
- Provide current information about Delaware and its many attractions, events, hotels, restaurants, arts organizations, universities and companies for the travelers, via brochures and other marketing materials. Vendor will also promote DMV services and EZ Pass utilization.
- Ensure State of Delaware official marketing materials (guides, maps, etc.) in the racks and that they are stocked at all times.
- Promote Delaware tourism initiatives through the Visitor Center.
- Ensure State of Delaware official commercials will be on the TV/ computer screens where applicable.
- Attend quarterly meetings scheduled and facilitated by the Delaware Transportation Authority (DTA) for an Operations Review.

The Welcome Center is equipped with a hotel reservation phone board located outside of the confines of the Visitor Center. While the system is not functional at this time, the Department is interested in offering this service to the traveling public. Interested vendors should be prepared to propose a solution to assist in providing this service.

QUESTIONS

Questions are to be submitted to DOT.Profservices@state.de.us. In order to ensure a timely response, questions must be submitted at least ten (10) business days before the Proposal due date. The Department's response to questions, along with this RFP and related information, are posted on the State of Delaware Bid Solicitation Directory Website: <http://www.bids.delaware.gov/>.

PROCUREMENT SCHEDULE

Action Item	Date	Time
Deadline for Questions to ensure response:	Ten (10) business days prior to the proposal due date	2:00 P.M. Local Time
Final Response to Questions posted by:	Five (5) business days prior to the proposal due date	2:00 P.M. Local Time
Proposals Due by:*	Thursday, September 28th, 2017	2:00 P.M. Local Time

NOTE: Only asterisk (*) marked date changes will be communicated (via posted Addendums).

GENERAL CONTRACT TERMS AND CONDITIONS

The selected vendor will be required to enter into a written agreement with the Delaware Transportation Authority. The State of Delaware reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services, and may be required to sign additional agreements.

The selected vendor will be expected to enter negotiations with the State of Delaware, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response will be incorporated as part of any formal contract.

If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in 30 Del. C. § 2502.

Prior to receiving an award, the successful vendor shall either furnish the State of Delaware with proof of State of Delaware Business Licensure or initiate the process of application where required.

An application may be requested in writing to: or by telephone to one of the following numbers:

Division of Revenue
Carvel State Building
P.O. Box 8750
820 N. French Street
Wilmington, DE 19899

(302) 577-8200—Public Service
(302) 577-8205—Licensing Department

Indemnification

By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise save harmless the State of Delaware and the Department, their agents, officers and employees, from all claims or liability, related to any and all acts or failures to act on the part of the Consultant, the Consultant's agents, assignees, servants, officers, employees or sub consultants and their officers and employees.

Proprietary Rights Indemnification

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or

other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively ""Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- (a) Procure the right for the State of Delaware to continue using the Product(s);
- (b) Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract;
- or
- (c) Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

Insurance

The Consultant shall secure and furnish yearly to the Department a certificate of insurance evidencing regular Liability, Property Damage, Worker's Compensation, and Automobile insurance coverage from an insurance company authorized to do business in the State of Delaware. Consultant shall maintain the following insurance during the term of this Agreement:

Worker's Compensation and Employer's Liability Insurance in accordance with applicable law,
and

Comprehensive General Liability - \$1,000,000.00 per occurrence/\$3,000,000 general aggregate,
and

Medical/Professional Liability - \$1,000,000.00 per occurrence/\$3,000,000 general aggregate;
or

Miscellaneous Errors and Omissions - \$1,000,000.00 per occurrence/\$3,000,000 general aggregate,
or

Product Liability - \$1,000,000.00 per occurrence/\$3,000,000 general aggregate,
and

If required to transport state employees, Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.

The Department must be named a certificate holder on each of the certificates of insurance named above. The insurance company shall be authorized to do business in the State of Delaware. The Consultant shall provide the Department with 30 days' notice in the event any policy is cancelled or not renewed. Nothing contained in this section shall be construed as limiting Consultant's obligation to indemnify the

Department due to the Consultant's, the Consultant's agents', assignees', servants' or employee's negligence.

PROPOSAL REQUIREMENTS

Interested firms must submit the material required herein or they may not be considered for the project:

1. Proposals must be received prior to the Submission due date and time indicated above. Facsimile and E-mail responses to this RFP are not acceptable. No response hand-delivered or otherwise will be accepted after the above date and time. It is the responsibility of the submitter to ensure the Proposal is received on time. DelDOT's time is considered the official time for determining the cut-off for accepting submissions. To be considered for this agreement, firms must submit the Proposal as set forth herein. Any variation, including additions, may negatively impact the scoring.

Proposals are to be delivered to:

Contract Administration – RFP 1832
Delaware Department of Transportation
800 Bay Road
Dover, DE 19901

Should the office be closed at the time responses are due (such as an unexpected event or inclement weather) the submission due date shall be the following business day, at the time originally scheduled.

2. The Proposal submission will be tabbed and collated in the following order in order to be considered:

A. Table of Contents

Table of Contents (1 per set) - Limited to One (1) page on 1 sheet of paper

B. Letter of Interest

Letter of Interest (1 per set) - Limited to four (4) pages on two (2) sheets of paper

Indicate the following:

- (1) An understanding of the anticipated assignments, services required, and approach to providing the services required
- (2) Identify who the proposed project manager will be and what office location they will be working from.
- (3) The location, size, and description of the firm
- (4) Availability of personnel for immediate placement
- (5) Sub-consultant usage if anticipated. Indicate the percentage of work estimated to be performed by the sub vs. the prime. Also, indicate if the prime consultant has previously worked with the proposed sub and give a brief example of the previous relationship(s).

C. Company Information

Submit the following packet of information titled Company Information to include:

- (1) Name of entity and address.
- (2) Brief History of the company.
- (3) Resumes for key persons (single sided sheets of paper for resumes – 1 resume on each sheet).

Indicate if the individual is a full-time member of your firm, part-time, on-call, etc. Indicate where key personnel are currently assigned & the length of the assignment. Clearly identify who will be the Project Manager.

- (4) List projects that your firm has participated in within the last 3 years that are similar to the requirements in the Project Description portion of this Request for Proposal. Include project name & location, nature of responsibility, contracting agency & address on one-single sided sheet of paper maximum for each project.
- (5) Additional information you would like to submit is limited to 1-single sided sheet of paper.

The Department is not liable for any cost incurred in the preparation or presentation of the Statement of Qualifications.

3. **Submit one (1) original and five (5) hard copies** of the Proposal. Receipt of insufficient copies or non-compliance with providing the requested information in the desired format, may negatively impact the scoring.
4. **Submit two (2) pdf format electronic copies** (e.g. CD, flash drive) of the Proposal; one original and one a redacted copy. The original must be a .pdf file of the original signed proposal as submitted and should be clearly marked “Original”. The redacted copy must be a .pdf file of the original signed proposal with any proprietary or confidential information redacted, and this copy should be clearly marked as “Redacted”. Electronic copies are to be submitted with the printed Proposal. The electronic redacted copy is required even if the submission contains no proprietary or confidential information. Firms should review Delaware’s Freedom of Information Regulations on the DelDOT Website <http://www.deldot.gov>, and Section 10002(l) “Public record” of the Delaware Code, <http://delcode.delaware.gov/title29/c100/index.shtml> to determine what information may be considered proprietary or confidential and may be redacted from their SOQ.
5. Joint venture **submissions will not be considered.**
6. **DelDOT reserves the right to reject** any and all submissions. Submissions become property of the Department and shall be retained electronically for a minimum period of three (3) years from the date of receipt. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.
7. **Required Certification Forms.** All firms responding to the RFP must complete and return the submission forms located in ‘Appendix A’ of this document.

No promotional materials or brochures are to be included as part of the submission.

RATING CRITERIA

#	Criteria Description:	Weight
1	Key Staff and Project Team qualifications	25 %
2	Firm’s experience pertaining to Visitor Center Operations	25 %
3	Firm’s resources and capability to accomplish proposed work on schedule	25 %
4	Project understanding, approach, services required	25 %
TOTAL :		100%

OVERVIEW OF SELECTION PROCESS –PROJECT SPECIFIC

- This is a project specific agreement where the services as described in this RFP will be provided over the life of the project.
- This is a single phase solicitation process with the option for discussions with three (3) the most highly qualified firms. Based upon the listed criteria and evaluation of each firm's submitted proposal, the Selection Committee may decide if a small sample task and/or discussions will be held with the most highly qualified consultants. If discussions are held, they will serve to clarify the technical approach, qualifications, and capabilities provided in response to the RFP, after which the committee will determine the ranking of the candidate firms.
- Selection Committee members will individually score each firm's submitted proposal which determines individual ranking. The Department's ranking is the combined ranking of all Committee members. Awarded firms, in order of ranking, will have the opportunity to negotiate an agreement with the Department. If the Department cannot reach agreement with the highest ranked firm(s), the Department terminates negotiations and begins negotiations with the next highest ranked firm, and so on until an agreement is reached. The Department notifies via email the awarded firm(s) of the opportunity to enter into an agreement with the Department. This notification also includes information on the next steps for the agreement process.
- Selection Committee membership appointments are confidential.

MISCELLANEOUS

The Department is not liable for any cost incurred by the consultant in the preparation or presentation of the Proposal.

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subconsultants currently debarred or suspended is ineligible to participate as a candidate for this process. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

The Department of Transportation will affirmatively insure individuals and businesses will not be discriminated against on the grounds of race, creed, color, sex, or national origin in consideration for an award. Minority business enterprises will be afforded full opportunity to submit bids/proposals in response to this invitation.

Department of Transportation

State of Delaware

By: Jennifer Cohan

Secretary

Dover, DE

Appendix A - REQUIRED FORMS

The following completed forms are required to be returned with each proposal:

- Certification of Eligibility
- Certificate Of Non-Collusion

CERTIFICATION OF ELIGIBILITY

Delaware Department of Transportation

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We have read Request for Proposal and fully understand the intent of the RFP as stated, certify that we have adequate personnel and knowledge to fulfill the requirements thereof, and agree to furnish such services in accordance with the contract documents as indicated should we be awarded the contract.

_____ hereby certifies that it is not included on the United States Comptroller General's Consolidated List of Persons or Firms Currently Debarred for Violations of Various Public Contracts Incorporating Labor Standard Provisions.

_____ Signature of the Bidder or Offeror's Authorized Official

_____ Name and Title of the Bidder or Offeror's Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20__

_____ My commission expires: _____ / _____ / 20____
Notary Public Month Day Year

CERTIFICATE OF NON-COLLUSION

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By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- 1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement for the purpose of restricting to such prices, with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- 3) No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

_____ Signature of the Bidder or Offeror's Authorized Official

_____ Name and Title of the Bidder or Offeror's Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20____

Notary Public

My commission expires: _____ / _____ / 20____
Month Day Year